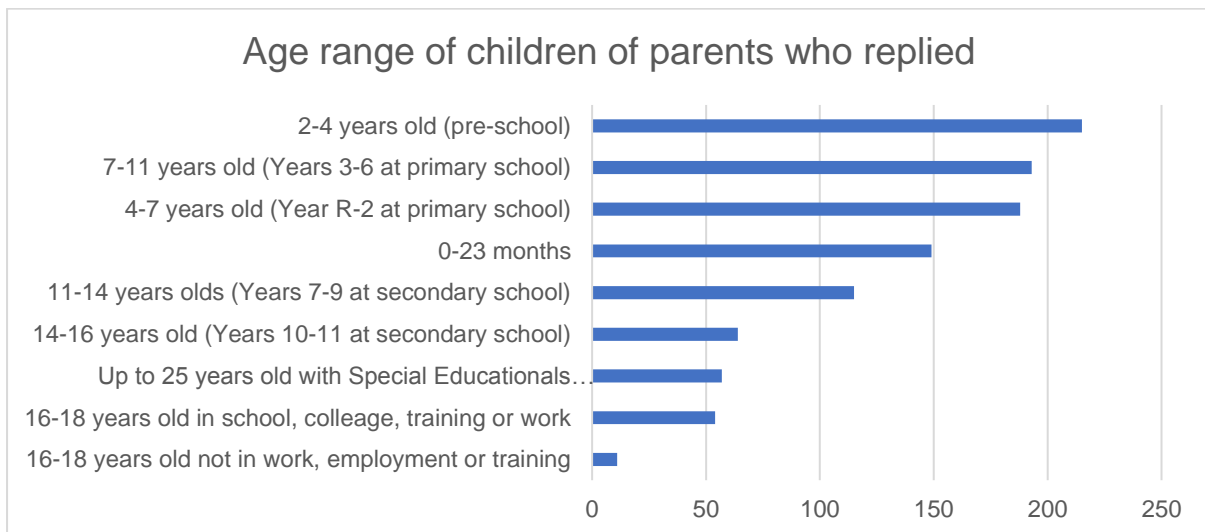


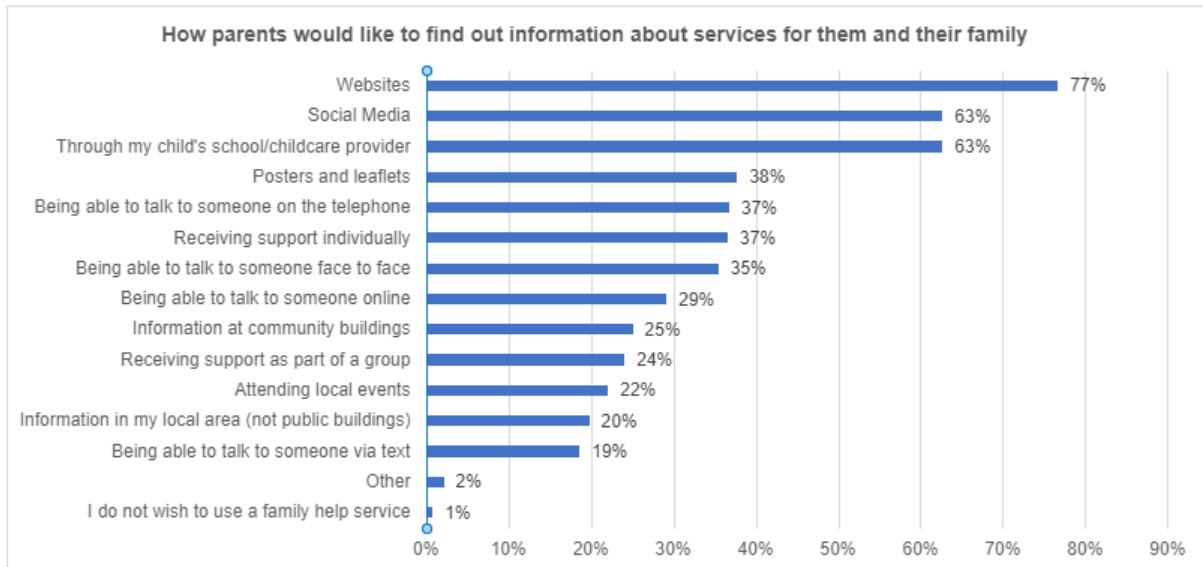
## Family Help Survey 2023

An online survey was launched on the 10 January 2023 and closed at the beginning of April 2023. The survey was initially publicised with a press release and then regularly promoted via Facebook and through weekly electronic newsletters sent to over 600 Wiltshire schools and childcare providers. External partners, such as our children's centre providers and the Wiltshire Parent Carer Council also promoted the survey on their websites. A total of 606 responses were received.

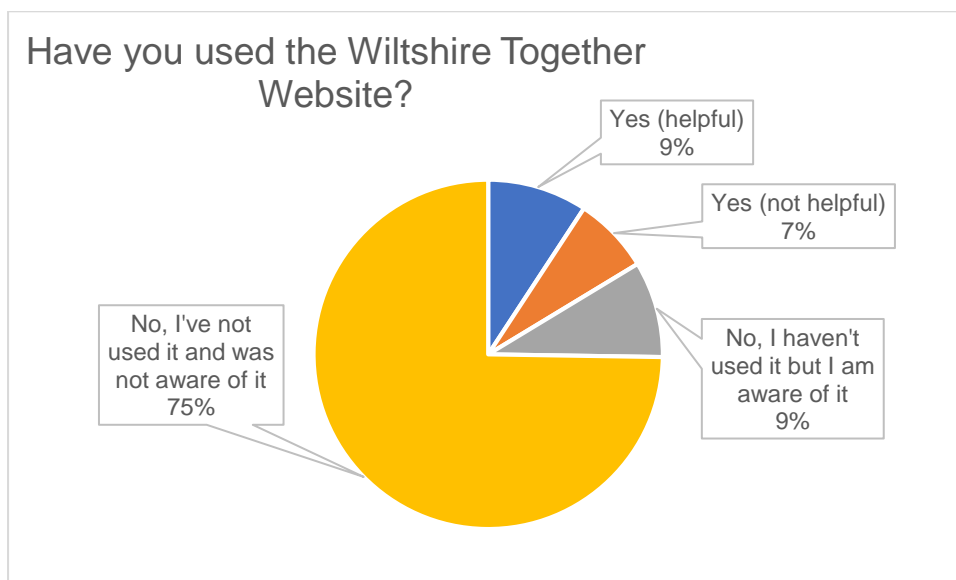
Most parent/carers who replied to the survey had primary-school aged children (381) the second largest audience to respond were those with pre-school aged children (364) (NB Some responders have children in more than one category). 7% of responders were either pregnant or their partner was pregnant.



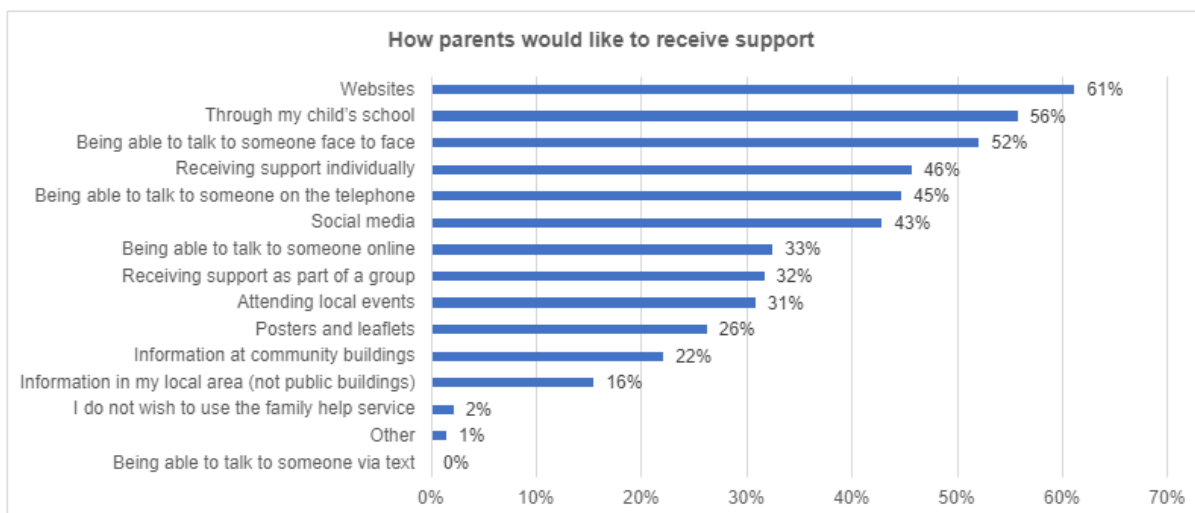
When asked how they would like to find out information about services for them and their family, the most popular answer was via a website. Social Media and through the child's educational establishment were joint second choice. 5 responders (1%) stated they did not wish to use a family help service (465). Social Media and through the child's educational establishment were joint second choice (380). Posters and leaflets (229), Being able to talk to someone on the telephone (223), Receiving support individually (222) and being able to talk to someone face to face (215) were close behind. Only 5 responders (1%) stated they did not wish to use a family help service.



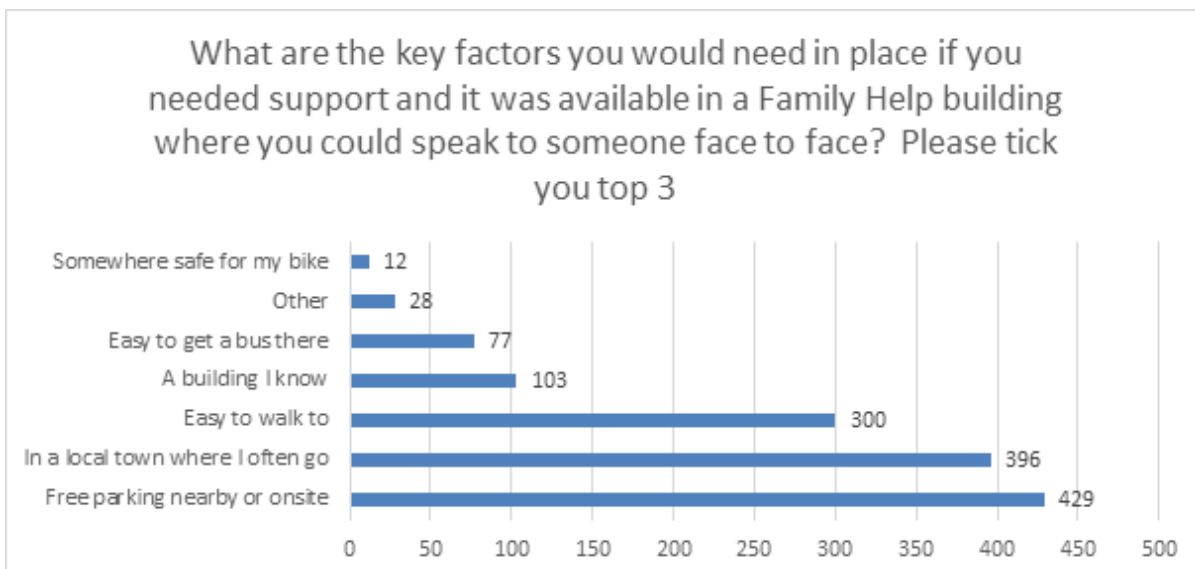
When questioned what they thought about the Wiltshire Together Website, the following responses were given:



When asked how they would like to receive support, 371 (61%) of responders would like to use a website or online offer, 338 (56%) would like support through their child's school, and 316 (52%) would like to talk to someone face to face. Receiving support individually 277 (46%) and being able to talk to someone on the telephone 271 (45%) are the next most popular responses. The survey allowed families to respond to more than one category. Only 13 (2%) families said that they would not like to use the family help service.



Responders were asked to give their top three preferences on what they would like in place if they needed support, and it was available in a Family Help building where they could speak to someone face to face. The majority 71% (429) requested free parking on site. Second 65% (339) was that the building was in a local town where they often go, the third 50% (300) was that the building was easy to walk to. Less important was a building that the parent knew 17% (103) and that it was on a bus route 13% (77). 2% (12) requested safe bike storage:



Responders were asked to give their top three preferences on what was important when meeting someone face to face, the majority (519) stated that a private space to talk was the most important and having a child-friendly play area to occupy their children was second (458). Food and drink (180) were given a higher priority to computer (45) or phone (24) access. 27 responders requested the following features in their top three as most important:

The quality of interaction with staff:

- They understand the issues I have and are experiencing.
- Knowledgeable friendly and approachable staff.
- Non-judgemental, experience.

The quality of the environment:

- Accessible toilet and good overall accessibility

- Quiet as I have Menière's Disease and background noise is a problem.

Other aspects:

- Flexibility on opening hours (after 3pm)
- Interpreter for deaf
- Enough time to talk through the issue.
- Socializing with group of parents
- SEN appropriate
- Appointment availability
- Free Wi-Fi to look at sites together.
- To meet others that have the same problems.
- Somewhere easy to get a buggy in and out of. Marlborough library is a nightmare

Service characteristics

- Time of day so I could arrange childcare
- Not Woke, not cultural Marxist, not toxic feminist/misandrist, no diversity/Trans propaganda
- Someone available to play with my children while discussing things so I can communicate better
- Suitable times
- Open outside of normal working hours
- Would need to be able to bring children with me
- Flexible opening times for working parents
- outside of core working hours
- Interpreter for deaf person for communication face to face
- N/a would rather you spent the money on services / support available for 18-25 year olds
- SEN focused

Responders were asked to give their top three preferences on what was important when meeting someone face to face, the majority (519) stated that a private space to talk was the most important and having a child-friendly play area to occupy their children was second (458). Food and drink (180) were given a higher priority to computer (45) or phone (24) access. 27 responders requested the following features in their top three as most important:

The quality of interaction with staff:

- They understand the issues I have and are experienced
- Knowledgeable and friendly staff
- Friendly, helpful staff
- No wokeness
- Non-judgemental, experience
- friendly staff who are approachable and non-judgemental. Knowledgeable staff.
- Knowledgeable and friendly person
- That it's not a waste of my time and that it really is relevant and specialist

The quality of the environment:

- Accessibility toilet and good overall accessibility
- Accessibility for prams

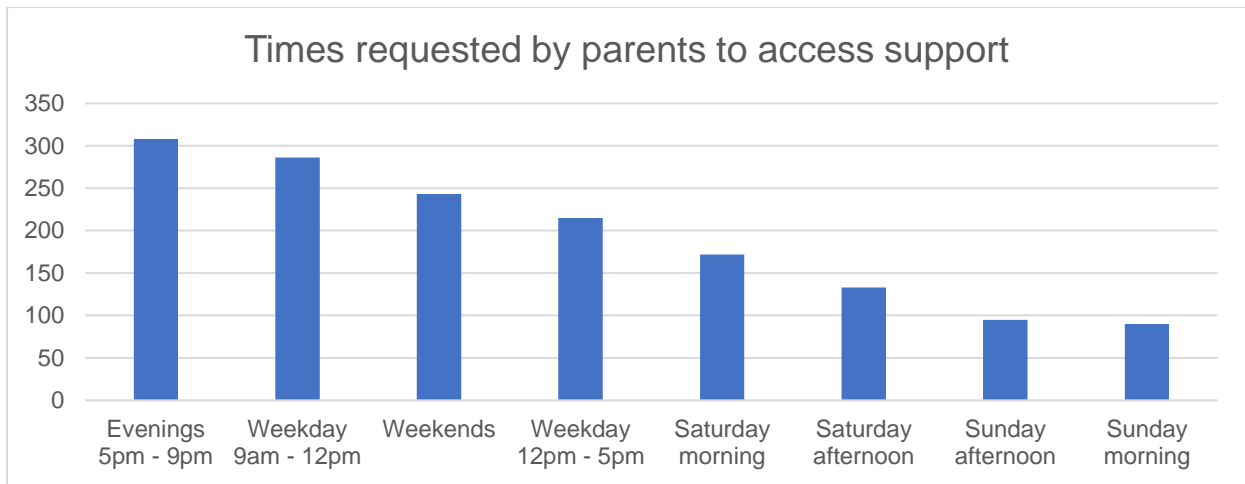
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Responders were asked to tick their top five services which they thought were the most important to have in a family help building. The majority wanted activities for children aged 0-5.

<b>1</b>	Activities for children 0-5	324
<b>2</b>	Parenting support	290
<b>3</b>	Mental health services	281
<b>4</b>	Special Educational Needs and Disabilities support and services	273
<b>5</b>	One to one family support from a professional	244
	Health visiting	194
	Financial support (advice on paying for childcare and claiming entitlements)	186
	Early language support	130
	Domestic abuse support	125
	Debt and welfare advice	109
	Youth services	104
	Infant feeding	92
	Support for improving family relationships	86
	Housing support	79
	Maternity services	59
	Birth registrations	50
	Nutrition and weight management	46
	Support for separating and separated parents	34
	Oral health improvement	20
	Substance (alcohol/drug) misuse support	10
	Stop smoking support	3
	Youth justice services	3
	Other	0



51% of responders requested that they had access to support between the hours of 5pm and 9pm. 47% of responders requested weekday mornings (9am-12pm) to access.